

4th Earth Science Data System Working Group Meeting, Baltimore, MD
October 25-27, 2005
MPARWG

Ideas on Service, Efficiency, and Project-Unique Metrics

1. Measuring *Services* provided
 - How to report questions answered?
 - Reporting requests for expert knowledge
2. Measuring the *Efficiency* of products/services provided.
 - Impact metrics?
 - Measuring the ability of the project to precisely provide needed data/information (e.g. custom plotting, custom processing, subsetting) as opposed to providing massive data files from which the user must extract needed information.
3. *Project Unique Metrics*
 - Idea of 1-3 REASoN specific and REASoN defined metrics.
 - Reporting milestones?
 - Reporting significant accomplishments?
4. Important to balance need for variety of metrics with demands on REASoNs etc.
 - Number of projects reporting will likely decrease with additional demands. Likewise, simplicity and ease of use will help increase reporting.
 - Similarly increasing required metrics will likely lead to confusion regarding interpretation of reported values.
 - Allow REASoNs to selectively report, while ignoring those metrics that are not relevant?
 - Have short list of mandatory baseline metrics combined with impact metrics and REASoN-specific metrics?
 - Automation of metrics reporting
 - Tools assisting metrics reporting (i.e. tool to determine breakdown of source of web hits from list of IP addresses)
5. Other issues
 - Communication with study managers regarding reported metrics